MyChart Video Visit Instructions
For a Laptop or Desktop Computer

This tutorial will help you attend your MyChart video visit appointment with Spartanburg Regional Healthcare System on your laptop or desktop computer.

Before your video visit

Have your insurance card and a credit card (if you have a co-pay) ready.

Complete your eCheck-in

- Open your web browser, go to MyChart.SpartanburgRegional.com and login to your account. You will see the option to eCheck-in for your video visit. Click "Start eCheck-in" to begin.

- Follow the prompts to complete the check-in process. You must fully complete eCheck-in to be able to join your video visit, including paying any co-pays you may have.


- Review the information on each screen. If the information is correct, select "Information is Correct". If the information is not correct, select "Edit" and make any needed changes.
- You may also be prompted to complete a questionnaire. Please complete the questionnaire, as this provides us the most up-to-date information regarding your medical history and symptoms.

As part of your eCheck-in process, you will complete a Hardware Test to ensure your technology is ready for your video visit.

Note: Internet Explorer is not supported for the MyChart video visits. Please make sure you are using Google Chrome, Mozilla Firefox, or Microsoft Edge.

- Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
- Make sure you've installed any required browser plug-ins, software, or apps with the most recent updates.

Example of unsuccessful test screen
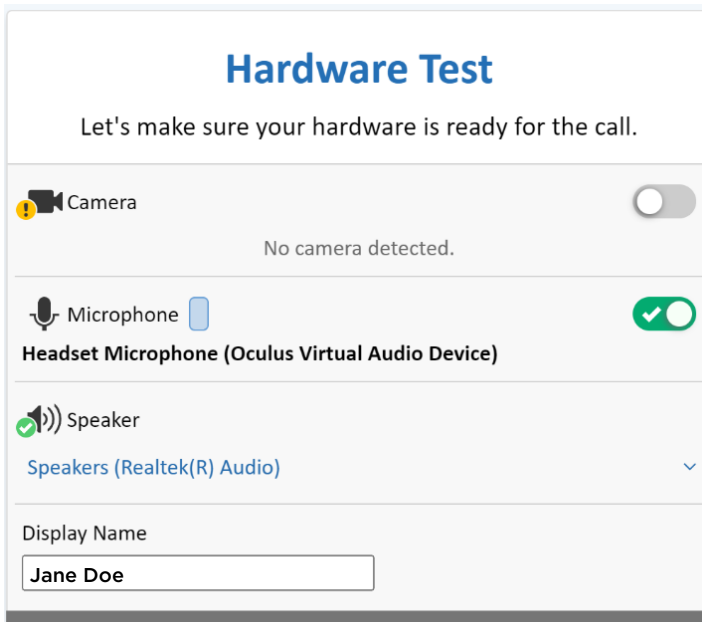
Example of successful/complete test screen
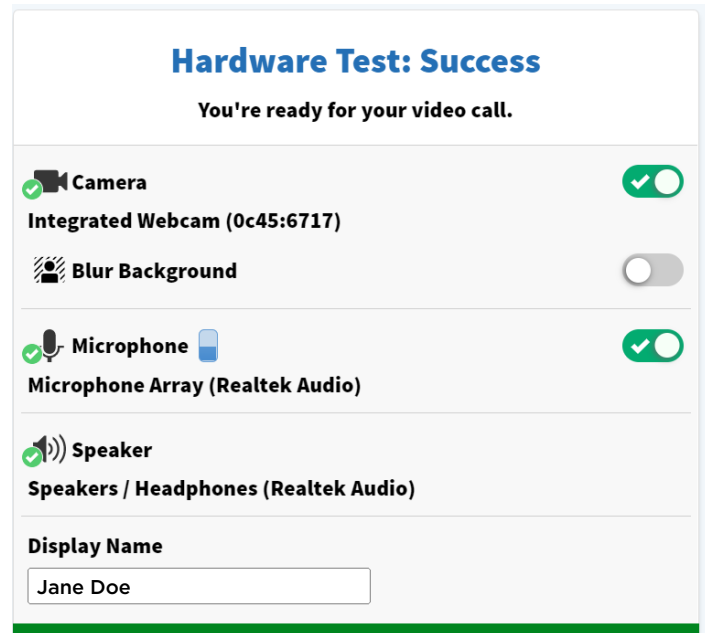
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The day of your video visit

You can connect to the video visit 15 minutes before your appointment start time. You will be unable to connect more than 15 minutes after your scheduled time and your appointment will be canceled.

Make sure you have a strong WiFi signal, sit in a well-lit area and remove any dressings and bandages.

Connect to the video visit
- Go to Visits > Appointments and Visits.
- Locate the video visit and click "Details."
- Click "Join Video Visit."

- If your provider is not yet online, you may be placed into a virtual waiting room until the provider connects to your call.

Controlling your video visit
During the video visit, you can resize the window and move it around your screen if needed without worrying about disconnecting.

- Clicking the microphone icon will mute your mic.
- Clicking the video icon will pause/stop your video feed from sharing.
- Using the "More Options" menu, you can control blurring your background, etc.